



CITY OF HOUSTON

Job Posting

1	Applications accepted from:	ALL PERSONS INTERESTED
2	Job Classification	CUSTOMER SERVICE CLERK
3	Posting Number	PN# 110762
4	Department	FINANCE & ADMINISTRATION
5	Division	Regulatory Services
6	Section	Commercial Permitting and Enforcement
7	Reporting Location	611 Walker, 2 nd Floor
8	Workdays & Hours	M - F, 8:30 A.M – 5:30 P.M.*
		*Subject to change

9 **DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS**
Assist walk-in customers with applications; receive incoming telephone calls, respond to routine inquiries concerning permit and license applications; provide clerical support to the supervisory team. Performs data entry activities to update customer accounts within authorized limits. Provides information about City services, ordinances, policies, procedures and fees. Acts as the backup to the customer service and administrative support units. Collects information to generate reports and activity logs.

10 **WORKING CONDITIONS**
The position is physically comfortable.

11 **MINIMUM EDUCATIONAL REQUIREMENTS**
Require a high school diploma or a GED.

12 **MINIMUM EXPERIENCE REQUIREMENTS**
Six (6) months of clerical/customer service experience are required.

13 **MINIMUM LICENSE REQUIREMENTS**
None

14 **PREFERENCES**
Demonstrated experience in a license or permit- processing environment. Bilingual in Spanish.

15 **SELECTION/SKILLS TESTS REQUIRED** None

16 **SAFETY IMPACT POSITION** ☐ Yes ☒ No
If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

17 **SALARY INFORMATION**
Factors used in determining the salary offered include the candidate’s qualifications as well as the pay rates of other employees in this classification. The salary range is:

Salary Range - Pay Grade 10
\$723 - \$1,004 Biweekly \$18,798- \$26,104 Annually

18 **OPENING DATE** May 31, 2006

19 **CLOSING DATE** June 6, 2006

20 **APPLICATION PROCEDURES**
Original applications and resumes only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1st Floor. For application status inquiries, please call 713.837.9249. **All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. If assistance is needed, our TDD phone number is (713) 837-9471.**

An equal opportunity employer